

JUST CARE FAMILY NETWORK

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COMMUNITY RESOURCES

Crime Victims Center
901-222-3950

National Alliance on Mental
Health Illness (NAMI)
901-725-0305

Support and Training For
Exceptional Parents (STEP)
800-280-STEP

Agape Child & Family Ser-
vices 901-323-3600

Mid-South Food Bank
901-527-0841

Neighborhood Christian
Center 901-323-4092

Network for Overcoming
Violence & Abuse (NOVA)
901-222-3990



“Help is Here” Sharing a System of Care in Shelby County

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Wraparound Works...

Wraparound defined...

“...an individualized, team-based service planning and care coordination process underpinned by a strong value base intended to improve outcomes for youth with complex behavioral health challenges and their families.”

How It Works...

There are 4 phases of Wraparound:

1. Engagement and Team Preparation. This phase of activity occurs during the first few weeks of the process. The goal is to build trust and create a shared vision to set the tone for teamwork and team interactions. Initial conversations center around strengths, needs, culture, and the understanding that family members are an integral part of the team and their needs and preferences are the driving force in the process.



When Shelby County agreed to accept the contract for management of the Just Care Family Network grant, it began making the shift for all the departments under the County's Division of Community Services to use a wraparound approach to serving County residents. As soon as Just Care Family Network became a part of the Division of Community Services, it was determined that JCFN would adopt the use of the High Fidelity Wraparound process to meet the needs of the families we serve. Since the project began, one thing that has been confusing to many is exactly what Wraparound is. It helps to start with what it is not. Wraparound is not a traditional mental health service that involves the child and family going into an office for a “session” with a counselor or therapist to discuss the problem. It is all about identifying needs and developing strategies for dealing

2. Initial Plan Development. An initial plan of care is developed using a



JCFN, Juvenile Court, the Dept. of Children's Services, and Memphis City Schools pictured at the March Coordinating Council workgroup meeting

collaborative planning process that reflects wraparound principles. Family and youth have voice and choice in identifying the goals they want to work on and feel that the established goals can be accomplished.

3. Implementation. The single plan of care developed for the family is im-

plemented and progress is tracked and reviewed. Changes are made to the plan as required. This phase of activity concludes when goals are achieved and formal wraparound is no longer needed.

4. Transition. During this phase, plans are made for a purposeful transition out of formal wraparound to an array of formal and informal services and supports required to assist the youth and his/her family to live together successfully in the community.

Family/youth/child voice and choice drives the process. There is an increased likelihood of successful outcomes when youth and family voices and choices are heard and acted upon by the Wraparound team.

From the Director's Desk

with those needs in a manner determined by the child and family. It is driven by family voice and choice, individualized and strengths based. It uses a team approach and the team includes the family and their identified natural supports, the staff (MHC and FSP) and other resources in the community that offer services and supports the family needs. When there is involvement with Department of Children's Services, Juvenile Court or the schools they are encouraged to participate in addressing needs and families are helped to see that with persistent work and the support and advocacy of their wraparound team, previously negative interactions with these agencies can become more positive and achieve better outcomes. All of this work is done in the least restrictive setting possible (home or other location) with the goal of maintaining the child safely in their home. Making sure that

the needed services and supports are in place is how this is accomplished. Finally, the Wraparound process respects each family's values, preferences, beliefs, culture and identity and throughout each phase, from initial engagement to transition that respect is demonstrated in each encounter, with each service or support offered and by each member of the team. JCFN is committed to providing the highest quality Wraparound to all the families we serve. As we look to the future, it is our intent to continue our efforts to assure that local child serving systems adopt the wraparound model as their approach to dealing with youth and families in Shelby County. We hope you will all join us in this and help us to transform our local system of care.

-Dr. Altha Stewart
THINK! SUSTAIN.



JCFN Federal Site Visit

Please join Just Care Family Network (JCFN) for our federal site visit from Substance Abuse and Mental Health Services Administration (SAMHSA) scheduled for April 15-17, 2013. JCFN is a federally funded System of Care (SOC) project that is a part of a statewide SOC initiative to transform the system for delivery of mental health services to youth and families. Working with partners like you, JCFN has assisted over 170 children with mental illness and their families to receive services in a service delivery system that is now more family driven,

youth guided, community based and culturally and linguistically competent than before. The site visit team will include our federal project leadership and national experts in SOC who will be here to review the grant implementation progress, as well as its challenges. They want to hear from you how this system transformation grant has supported your family or organization to provide improved services in our community. Please save the dates and don't miss this great opportunity

to attend and be part of the discussion with other service providers, parents, educators, and policy



makers looking to sustain this SOC initiative in Shelby County.

Cultural Competency Corner

"YOU CAN'T HEAL WHAT YOU REFUSE TO CONFRONT. ...HELP IS HERE"

What is Cultural & Linguistic Competence (CLC)?

Cultural and linguistic competence is defined as a set of behaviors, policies, attitudes, and strategies that are used in systems of care, agencies, and among professionals in order to work effectively with diverse populations. Additionally, CLC gives consideration to the race, beliefs, faith, gender, and ethnicity of a focused population. Policies, strategies and trainings are then developed to provide culturally sensitive and appropriate services.

The Just Care Family Network (JCFN) is a System of Care in Shelby County. It is through the practice of cultural competence that youth with mental health disabilities and their families receive support and advocacy. Cultural competence is a tool that is used to reduce disparities, stigma, and eliminate barriers that may hinder appropriate health care and services.

The CLC Workgroup is one way in which JCFN implements the CLC strategy. The workgroup meets monthly and is a part of the project's

governing structure. Membership includes JCFN staff, parents, youth, and community members. The primary objective is to ensure that all activities of JCFN, partners, and service providers are culturally sensitive to the needs of enrolled youth and their families. You are cordially invited to attend the next meeting.

-Willie Swift, CLC Coordinator

Monday April 29, 2013 @ 5pm
1484 Pillow St. Pilgrim Rest
Church Memphis, TN 38106

JCFN Staff...serving & supporting

Wraparound Facilitator
Mrs. Brenda Patton and
Family Support Partner
Mr. Tarrus Lawson



Just Care Family Network staff work to provide a system of care using Wraparound. Our staff work in teams or dyads consisting of a Wraparound Facilitator and Family Support Partner. Each month "Help is Here" highlights a JCFN dyad.

Mrs. Brenda Patton is a Wraparound Facilitator and Mr. Tarrus Lawson works as a Family Support Partner. Patton joined JCFN through her passion as a mother of children with special needs. With nearly 15 years of experience, Patton said she challenges youth and families to embrace mental health resources in order to maximize their capacity in the community. Lawson started with

JCFN through a mentoring and youth ministry at his church. The eldest child of 8, Lawson said he was exposed to the juvenile courts through a wayward sibling. Lawson uses his life lessons to give back and inspire youth and families to be their own advocates when it comes to mental health support. Both Lawson and Patton are IEP, 504 oriented with backgrounds in juvenile justice.

"HELP IS HERE"

Youth and Family Empowerment



JCFN Youth at YGEEC workshop using asset mapping skills

Hats off to all JCFN participants of Y.G.E.E.C. (Youth Guided Empowerment Evaluation Camp). The multi-disciplinary CAYD Asset Mapping Certificate that is being offered by CAYD is designed to help participants learn the critical

thinking skills needed to reveal the assets/strengths that currently exist in their community. The workshops and activities used to teach the skills will help participants through both individual and group work focus on identifying individual, family and community assets/strengths that can help youth and families address needs/problems related to the promotion of mental health. The plan is

for the individuals that have earned CAYD Asset Mapping Certificate to serve as a catalyst for building the capacity of the community members to promote the health of youth and their families in our community.

To date, 8 JCFN youth have qualified and will receive Asset Mapping Certification and Samsung Galaxies to continue their work to identify and utilize community assets.

“Mental health disorders begin early in life with 90% of people who develop a mental disorder showing signs during their teen years.”

Mental Health in Memphis

Typical or Troubled? While adolescence is a difficult time for many students, there is a difference between “typical” and “troubled” behavior. Mental health problems in teens are real, painful and, left untreated, can have serious consequences. The American Psychiatric Foundation, recognizing the important role adults can have in a teen's life and the importance of early identification, has developed Typical or

Troubled?™ to encourage and equip adults (such as parents and teachers) who closely interact with adolescents to notice the warning signs of mental health problems, to be prepared with intervention strategies, and to know where to refer teens for help in addressing these issues. Typical or Troubled?™ is an evidence based program that has been successfully working with school communities across the nation to improve student mental

health. It has been implemented in over 500 schools across the country including urban, rural, and suburban schools and school districts. You can help youth in Memphis by recognizing the warning signs and understanding the difference between a “typical” and a “troubled” teen. Learn more about the program and by visiting:
<http://www.psychfoundation.org>

Partner Spotlight



Comprehensive Counseling Network
Caring for the Community

Frayser Millington North Shelby Mental Health Center, Inc. (DBA Comprehensive Counseling Network or “CCN”) is a not-for-profit behavioral health provider offering a wide range of mental health treatment, case management, and advocacy services to residents of the Memphis and Shelby County. Incorporated in 1976, the organization serves mentally ill adults of all ages, as well as seriously and emotionally disturbed children. With a budget and assets

of more than 7 million, the agency employs approximately 125 staff members and serves more than 3 thousand mentally ill consumers. CCN is licensed by the Tennessee Department of Mental Health and is funded with local and state grants and is a provider in the TennCare and Medicare service networks.

CCN has participated with Just Care Family Network since its inception, both as a contracted partner and as a mental health provider for those JCFN

enrolled children and families who need and agree to participate in mental health treatment. CCN works with Shelby County as partner in the Jericho Jail Diversion Program and is also a partner in the locally funded Housing First Initiative. CCN offers psychiatric and psychosocial assessments, ongoing medication management, group, individual and family therapy, and community based case management services according to individual consumer needs and preferences.

CCN also provides supportive housing services to mentally ill adults and permanent housing services for chronically homeless adults who have disabilities.

Staff include psychiatrists, psychiatric nurse practitioners, physician extenders, licensed social workers and professional counselors, and other professionals who work directly with the consumers and their families, as well as multiple administrative and support staff.

Changing the Memphis system...



JCFN youth engaging at the March Think Tank with CAYD

Group photo of JCFN staff including our Wraparound Facilitators and Family Support Partners



CAYD workshop with youth identifying community assets and resources through Asset Mapping activities

Making life easier...



Each month JCFN youth conduct their own town hall meetings with Youth That Care to discuss the successes and challenges they face with mental illness

JCFN youth Jasmine Lott and Edward Johnson shared their stories with the community via Chicago Talk Radio: "The African Diaspora"



JCFN youth and families use our Facebook page to learn about upcoming events and activities and to share feedback about our system of care

"We partner with youth and families to link them to the services that they choose."

Partnering with youth and families...



The Coordinating Council is a JCFN workgroup aimed at "barrier busting" and provides strategic direction for the program

At schools throughout Shelby County, JCFN spreads awareness about mental health and gives presentations about our system of care



As part of Chicago Talk Radio: "African Diaspora" several families came out to show their support



Just Care Family Network

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Visit us at www.JCFNmemphis.org

Interested in contributing to the "Help Is Here" newsletter? Contact our Social Marketing Coordinator Jerica Phillips at 901-222-4503

"...because no one does it alone."

At Just Care Family Network our mission is to change the Memphis system of care to make life easier and less frustrating for the families we serve. We partner with youth and families to link them to services.

Just Care Family Network has partnered with private and public organizations in your community who are devoted to family driven care.

To learn more about Just Care Family Network visit JCFNmemphis.org or to make a referral, please contact our Enrollment Specialist Darria Childress at 901-222-4502.



Happening in April...

***JCFN Workgroup meetings will continue throughout the month of April. For details call 901-222-4500



April 1-7: National Public Health Week

April 3: Free Resume Preparation at Memphis Public Library Whitehaven Branch from 12-2pm

April 4: MCS/SCS Exceptional Children's Transition Fair from 5-8:30pm at Southwest Community College in Nabors Auditorium

April 4-5: Annual Assuring Safe Futures for Our Children Conference by The Memphis/Shelby County Children and Youth Council at MCS Teaching & Learning Academy

April 6: Free Shred It Event at the Shelby County Credit Union 1160 Sycamore View 9am-12pm Limit 10 boxes

Sexual Assault Awareness Month

April is Sexual Assault Awareness Month

April 9: Small, Gritty, & Green lecture by renowned author Catherine Tumber, Bioworks Foundation & Office of Sustainability event at the University of Memphis' FedEx Institute of Technology

April 13: Exceptional Children's Parent Summit from 8-2pm at Colonial Middle School

April 15-17: JCFN Federal Site Visit Overview

April 17-21: Africa In April. Festival attendees will enjoy a diverse cultural marketplace, four days of fun, festivities, and food with a different theme each day.

April 20: Special Education PTA (S.E.P.T.A.) Family Fun Day from 11-3pm

at Menagerie Farms in Collierville

April 20: Secure your Identity Day, community document shredding and cell phone recycling at Commercial Appeal's headquarters from 9-12pm

April 20: College Prep Day. Details TBA. Interested? Contact: Jerica Phillips 901-222-4603 or Christy Peterson 901-678-1615.



April 20: Shelby Farms' Down to Earth Festival - live music and family fun, 10-5pm.

April 26: GreenUp Memphis Day at City Hall.

April 30: Solar Workshop: Powering your Community. Sign up for the free workshop at Bioworks Foundation, 8:30am